

IN THE SPECIFICATION:

The specification as amended below with replacement paragraphs shows added text with underlining and deleted text with ~~strikethrough~~.

Please AMEND the paragraph beginning at page 1, line 2, with the following paragraph:

A/ The present invention relates to a concurrently filed application entitled Open Storage Portal Apparatus and Method to Access Contact Center Information, ~~attorney docket number 782.1066~~ application serial number 09/490,047, now abandoned, by Robert Eilbacher, et al., the contents of which are incorporated herein by reference. The present invention also relates to a concurrently filed application entitled Method and System for Analyzing Customer Communications With a Contact Center, ~~attorney docket number 782.1067~~ application serial number 09/490,068, by Robert Eilbacher, et al., the contents of which are incorporated herein by reference.